

Delegated Examining Unit
VA Greater Los Angeles Healthcare System
11301 Wilshire Blvd.
Bldg 258, Room 128
Los Angeles, Ca. 90073

Announcement No: VA-1-06-0056
Opening Date: NOVEMBER 2, 2005
Closing Date: NOVEMBER 16, 2005

JOB OPPORTUNITY WITH THE DEPARTMENT OF VETERANS AFFAIRS

POSITION: 1 Vacancy, PATIENT SERVICES ASSISTANT (OA), GS-303-6
PERMANENT

AGENCY: VA PALO ALTO HEALTHCARE SYSTEM

LOCATION: PALO ALTO, CA

SALARY: \$34,766 TO \$45,197 PER YEAR

Note: Applicant must pass pre-employment physical and TB Tests prior to entering on duty.

DESCRIPTION OF DUTIES: Incumbent provides telephone access for health care concerns, eligibility, appointment and referral information to veterans and their families or significant others; serves as the initial point of contact for all persons calling; gathers pertinent demographic data and reasons for the call, determines the urgency, refers to the appropriate team member or other clinical and/or administrative staff as needed or resolves the call on own; determines eligibility for VA benefits; advises patients on how to access VA care and will interpret the mission, policies, procedures and available resources/services; checks accuracy and updates all demographic information; facilitates scheduling of appointments and assigns new patients to a primary care provider and actively participates in planning, problem identification and resolution through program meetings.

QUALIFICATIONS REQUIRED: APPLICANTS MUST SPECIFY A TYPING PROFICIENCY OF AT LEAST 40 WORDS PER MINUTE AND must have one year of specialized experience (equivalent to at least the GS-5 level in the Federal service) providing telephone access for health care concerns, eligibility, appointment and referral information; serving as the initial point of contact for all persons calling; gathers pertinent demographic data and reasons for the call, determines the urgency, refers to the appropriate team member or other clinical and/or administrative staff as needed or resolves the call on own; determines eligibility for benefits; advises patients on how to access care and will interpret the mission, policies, procedures and available resources/services; facilitates scheduling of appointments and assigns new patients to a primary care provider.

HOW TO APPLY: Please complete and submit:

A FULL APPLICATION PACKAGE IS REQUIRED FOR EACH ANNOUNCEMENT FOR WHICH YOU ARE APPLYING

(For a full copy of any VA announcement, go to the OPM website, www.usajobs.opm.gov)

It remains the responsibility of the applicant to ensure that all submitted documents are readable and that all application material is received in a timely manner, regardless of the method used for submission. (18.U.S.C. 1719) The Department of Veterans Affairs assumes no responsibility for the late delivery of applications (i.e., postal service delays, computer system or fax machine is down at the sending or receiving location, etc.)

APPLICATIONS MAILED IN FEDERAL GOVERNMENT FRANKED ENVELOPES WILL NOT BE ACCEPTED FOR EMPLOYMENT CONSIDERATION. **FAXES OR E-MAIL RECEIVED FROM FEDERAL GOVERNMENT AGENCIES WILL NOT BE ACCEPTED.**

1. The Optional Application for Federal employment (OF-612), resume or any other written format. Your application must contain the information stated in the OF-510 pamphlet, *Applying for a Federal Job*. Complete announcements and forms may be obtained on the OPM website, www.usajobs.opm.gov
2. Applicant must provide Social Security Number
3. **Provide beginning (month/year) and ending (month/year) dates of employment, the average number of hours worked per week, and a description of your duties for each position listed**

on your application or resume. If you performed under more than one position title, give us the percent of time you spent performing each title's functions. (ex: Secretary/Medical Clerk)

4. You must submit a copy of your college transcripts* to provide evidence/verification of completed course work when education is required for qualification, or you are applying under an education substitution clause. (*Degree Certificates are not acceptable) If any licensure or certification is required to qualify, you **must** submit a copy of that license or certificate.
5. If you are applying for Veterans preference, submit a copy of your DD 214; if you are applying for 10-point preference submit appropriate proof as specified on the reverse of SF-15 and dated in 1991 or later.

(VETERANS PREFERENCE)

- *During the period December 7, 1941 to July 1, 1955.*
 - *For more than 180 consecutive days, any part of which occurred after January 31, 1955, and before October 15, 1976.*
 - *Operation Joint Endeavor in Bosnia from November 20, 1995 to December 20, 1996.*
 - *Operation Joint Guard from December 20, 1996 to: (To Be Determined). The Secretary of each military department must decide which members are eligible.*
 - *During the Gulf War from August 2, 1990 through January 2, 1992 (who is otherwise eligible and who served on active duty during this period regardless of where the person served or for how long). Otherwise eligible means that the person must have been released from the Service under honorable conditions and must have served a minimum of two years on active duty, or if a Reservist, must have served the full period for which called to active duty.*
 - *In a campaign or expedition for which a campaign medal has been authorized, including El Salvador, Grenada, Haiti, Lebanon, Panama, Somalia, Southwest Asia and Bosnia.*
 - *A campaign medal holder or Gulf War veterans who enlisted after September 7, 1980, or entered on active duty on or after October 14, 1982, must have served continuously for 24 months or the full period called or ordered to active duty. The service requirement does not apply to veterans with compensable service-connected disabilities, or to veterans separated for disability in the line of duty, or for hardship.*
 - *The Global War on Terrorism Expeditionary Medal will recognize service members who participate in an expedition to combat terrorism on or after September 11, 2001.*
6. If you are currently a Department of Veterans Affairs employee who has received a Reduction in Force (RIF) separation notice or a Certificate of Expected Separation you may be entitled to special priority selection under the Department of Veterans Affairs' Agency Career Transition Assistance Program (ACTAP). To receive this priority consideration you must:
- A. Be a current Department of Veterans Affairs career or career-conditional (tenure group I or II) competitive service employee who has received a RIF separation notice or a Certificate of Expected Separation (CES) and the date of the RIF separation has not passed and you are still on the rolls of Department of Veterans Affairs. You must submit a copy of the RIF separation notice or CES along with your application upon request.
 - B. Be applying for a position that is at or below the grade level of the position from which you are being separated. The position must not have a greater promotion potential than the position from which you are being separated.
 - C. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
 - D. Be currently employed by Department of Veterans Affairs in the same commuting area of the position for which you are requesting priority consideration.
 - E. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
 - F. Be rated well-qualified for the position. ACTAP candidates attaining an eligibility rating for this position of 85.0 or above (not including veterans preference points) will be considered "well-qualified." (Candidates must obtain a minimum of three points for

each rating factor listed below).

7. If you are a displaced Federal employee you may be entitled to receive special priority selection under the Interagency Career Transition Assistance Program (ICTAP). To receive this priority consideration you must:
- A. Be a displaced Federal employee. The following categories of candidates are considered displaced employees. You must submit a copy of the appropriate documentation such as RIF separation letter, letter from OPM or your agency documenting your priority consideration status with your application package.
 - 1. Current or former career or career conditional (tenure group I or II) competitive service employees who:
 - a. Received a RIF separation notice, or
 - b. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place; or
 - c. Retired with a disability and whose disability annuity has been or is being terminated; or
 - d. Upon receipt of a RIF separation notice retired on the effective date of the RIF and submits a Standard Form 50 that indicates 'Retirement in lieu of RIF'; or
 - e. Retirement under the discontinued service retirement option, or
 - f. Was separated because he/she declined a transfer or function or directed reassignment to another commuting area.
 - 2. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of the title 5 United States Code; or
 - B. Be applying for a position at or below the grade level of the position from which you have been separated. The position must not have a greater promotion potential than the position from which you were separated.
 - C. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).
 - D. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
 - E. File your application by the vacancy announcement closing date and meet all the application criteria (e.g. submit all required documentation, etc.).
 - F. Be rated well-qualified for the position. To be considered well-qualified you must earn the score cut-off of 85.0 (prior to the assignment of veterans preference points) which distinguishes well qualified candidates from minimally qualified candidates on the rating criteria developed for the position. (Candidates must obtain a minimum of three points for each rating factor listed below).

YOUR SCORE WILL BE DETERMINED FROM THE SUPPLEMENTAL INFORMATION YOU PROVIDE. IF YOU DO NOT PROVIDE THIS SUPPLEMENTAL INFORMATION YOU WILL, IF BASICALLY ELIGIBLE, BE GIVEN THE MINIMUM SCORE OF 70, PLUS ADDITIONAL POINTS FOR VETERANS PREFERENCE, IF APPROPRIATE.

8. On a separate attachment(s) describe, in narrative form, your experience/education as it relates directly to each factor listed below: (head each narration with the statement as shown below)

- I. ABILITY TO COMMUNICATE ORALLY IN ORDER TO GATHER INFORMATION**
- II. ABILITY TO APPLY RULES AND REGULATIONS AS THEY APPLY TO MEDICAL TREATMENT**
- III. KNOWLEDGE OF MEDICAL TERMINOLOGY**

ANY INFORMATION NOT SUBMITTED WITH YOUR ORIGINAL APPLICATION WILL NOT BE CONSIDERED. YOU WILL NOT BE ASKED FOR MORE INFORMATION. IF WHAT YOU PROVIDE IS INADEQUATE OR INCOMPLETE, YOU MAY BE FOUND INELIGIBLE OR RECEIVE A MINIMUM SCORE OF 70.

9. Submit your application in **ONLY ONE of the four (4)* methods** below (IF you submit your application by MORE THAN ONE method, or submit more than one application, duplicates will be returned to you)

If you send in a new application, and you wish it to replace an application already in file, please provide a cover letter stating that.

A. Mail (#1)* or Hand Deliver (#2)* to:

Delegated Examining Unit (05DEU)
VA Greater Los Angeles Healthcare System
11301 Wilshire Boulevard
Building 258, Room 128
Los Angeles, CA 90073-1003

B. Fax (#3)* to: 310-268-4929

C. E-mail (#4)*: Submit your application by e-mail to: vajobs.deu@med.va.gov **YOU MUST** e-mail a full application package for each announcement for which you are applying. Type “**APPLICATION – (first name, last name)- announcement number**” in the subject line. For example: APPLICATION – John Doe – VA-1-06-0056. Prepare your application or resume and the Knowledge, Skills and Abilities statement, in the body text of the e-mail message or prepare a word processing document (MS Word 97 is preferred) and submit the document as an attachment to the e-mail. Only required supporting documents (veteran’s preference, DD-214, college transcripts, etc.), if not scanned and attached to the e-mail, must be faxed to the address above by the **closing date** of the announcement, or mailed to arrive at the address above by the **closing date** of the announcement, which is **4:00 p.m. Pacific Standard or Daylight Savings Time**. (All supporting documents **MUST** show your name, Social Security number, and the announcement # for which you are applying).

PLEASE NOTE: OUR SYSTEM CANNOT ACCESS ON-LINE RESUMES FILED WITH O.P.M. OR OTHER FEDERAL AGENCIES

For additional information and application forms please call the Delegated Examining Unit: **310-268-4150**

OTHER INFORMATION: Standing registers (lists of eligibles) will not be established as a result of this job opportunity announcement. Applicants will be notified if they have been referred for job consideration or sent a letter of ineligibility if they are found ineligible. No other position will be filled from this source. **Note:** This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

Applicants applying under this announcement WILL NOT be considered under Veteran’s Recruitment Authority (VRA), Veteran’s Employment Opportunities Act (VEOA), reinstatement, transfer, Schedule A, Title 38 or other non-competitive hiring authorities. If you wish to be considered under one of these appointment authorities, please contact the Human Resources Management Office, directly, at the location or facility where you wish to be employed.

**APPLICATIONS MUST BE RECEIVED IN THIS OFFICE BY CLOSE OF BUSINESS
(4 P.M., PST, PDT) ON NOVEMBER 16, 2005 TO BE ACCEPTED FOR CONSIDERATION**

**UNITED STATES CITIZENSHIP IS REQUIRED
THE FEDERAL GOVERNMENT IS AN EQUAL OPPORTUNITY EMPLOYER**